AIR LIQUIDE Healthcare

HOME OXYGEN USER GUIDE

For Oxygen Users and their Carers

Air Liquide Healthcare Helpline
1850 240202
9.00am-5.00pm, Mon to Fri (open 24hrs for urgent technical assistance)

MY PRESCRIPTION DETAILS

Date of Installation	
Flow Rate	
Hours of Use	
Nasal Cannula	Yes ☐ No ☐
Mask	Yes ☐ No ☐
Mask Type	Venturi: 24% ☐ 28% ☐ 35% ☐ 40% ☐ 60% ☐ Medium concentration ☐ Tracheostomy mask ☐ Other ☐
Concentrator	EverFlo ☐ Millennium ☐ AirSep ☐ HomeFill ☐
Portable Cylinders	B1 ☐ B2 ☐ HomeFill ☐ Flow rate: .....
Conserver	Sequoia ☐ Mediline ☐
Humidifier	Yes ☐ No ☐

Comments/Notes

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QUICK REFERENCE GUIDE

General questions about your equipment or safety

Call our helpline on LoCall **1850 240202** during normal office hours 9.00am-5.00pm (Monday to Friday).

Out of hours urgent technical assistance

Call our helpline. This is a 24 hour service. Your call will be answered by a customer service operator who will take your details. One of our techicians will call you back.

Medical emergencies

Dial 999 or contact your GP.

Ordering repeat cylinders

Call our helpline during normal working hours. Always reorder as soon as you start your last cylinder and/or at least two working days before you need replacement cylinders.

If you no longer need your equipment

Call our helpline during normal working hours.

Equipment problems

If you encounter problems with your equipment, switch to your back-up cylinder, turn off your equipment and refer to the relevant section in this booklet. Do not attempt any other maintenance.

If you cannot resolve the problem, please call our helpline.

Travelling with oxygen

Refer to our website **www.ie.airliquide.com** for the latest information and the travelling with oxygen section in this booklet.

AN INTRODUCTION TO OXYGEN THERAPY

Everyone needs oxygen. Without it, we could not survive, as our cells use oxygen and nutrition from the foods we eat to make energy needed to function. The air that we breathe contains approximately 21% oxygen.

People with healthy lungs get all the oxygen they need through normal breathing. Those with lung conditions don't get the oxygen they need through normal breathing, and it is these people who may need extra oxygen.

Without sufficient oxygen, most people find they are limited in what they can do and that oxygen therapy gives them a better quality of life.

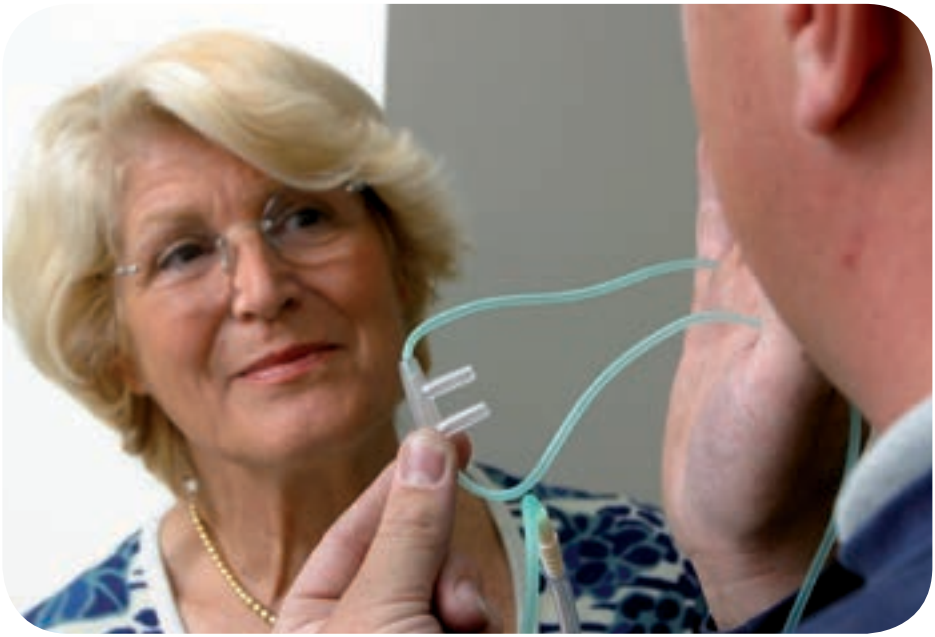
Oxygen is not addictive but too little may not be beneficial and too much can be harmful. Oxygen must always be prescribed by a healthcare professional.

REMEMBER, being dependent on oxygen does not mean life stops. Today's equipment means you can get out and about more easily. Oxygen can also be arranged when you want to go on holiday (see travel section).

IMPORTANT

It is important that you never change your prescription without medical advice.

- Home oxygen therapy can only be requested by a qualified healthcare professional.
- Your healthcare professional will specify the flow rate for your oxygen and will also decide how many hours each day you will need to use it.
- Your healthcare professional will send the details of your home oxygen order to Air Liquide Healthcare.
- If you need additional oxygen you will need to be carefully assessed by your healthcare professional.
- **NEVER** adjust the amount of oxygen you use; carefully follow your healthcare professionals instructions.
- **ALWAYS** carefully read the user guides provided.
  - Patient Information Leaflet.
  - Operating Instructions/User Manual.
- **ALWAYS** follow important safety advice.



OUR SERVICE

Air Liquide Healthcare is a leading home healthcare provider of home oxygen and other respiratory services.

We are committed to providing a safe and effective home oxygen service by:

- Supplying the best equipment solutions available.
- Providing easy to understand equipment information and training.
- Giving home oxygen users guidance and advice when it is needed.

As a new user to the home oxygen service we want to provide you with all the support you may need right from the very start! Our trained team is available to answer any questions you may have, to ensure you feel completely at ease with the home oxygen equipment and service.

Your points of contact

Our customer service team is the first point of contact for all enquiries. The team is available from 9.00am-5.00pm, Monday to Friday, on LoCall **1850 240202**.

Your technician will install the equipment in your home and will visit you regularly to service your equipment or provide other services.

Our on call service means that outside normal office hours our team of technicians will always be available to respond to urgent technical calls. Your call will be answered by a customer service operative who will take your name, address and phone number. One of our technicians will return your call. This service is available 24 hours a day, 365 days a year.

Troubleshooting

If you are experiencing problems with your equipment and can not resolve it with the information in this guide or the manufacturers handbook (if supplied), switch to your back-up supply and call our helpline.

HOME OXYGEN SAFETY

Before you start

Before you use any of your oxygen equipment there are some simple and important safety rules that you must follow. If you are unsure about them after reading this, please speak to your technician, a customer services co-ordinator or your healthcare professional who can explain these safety rules to you.

General safety information

Oxygen is a colourless and odourless gas so the normal human senses cannot detect if there is more oxygen than normal in the surrounding air.

Oxygen makes up 21% of the air we breathe. Oxygen when combined with heat and fuel helps things to burn more easily and more fiercely.

Oxygen can build up unnoticed on clothing and in hair as you breathe. Even while you sleep and use oxygen, the bedding can become saturated. This is only a problem if there are sources of ignition such as smoking or heat sources which may cause a spark or fire.

Many people use oxygen safely everyday, but you **MUST** follow the important safety rules.

The fire triangle

To start a fire, three things are needed:

- **Fuel** – something to burn
- **Heat or a spark** – something to set it alight
- **Oxygen** – to support the fire and keep it going

Fire risks

Materials burn much faster in oxygen than in air alone.

- **NEVER** smoke or let anyone smoke near you while you are using oxygen equipment.
- **NEVER** use E-Cigarettes whilst using oxygen, or charge your E-Cigarette close to the oxygen equipment.
- **NEVER** use the oxygen equipment near (within three metres) open fires or naked flames.
- In the event of a fire leave the building immediately and ring 999 and ask for the Fire Service. Advise the Emergency Operator that there is oxygen on the premises.
- **ALWAYS** contact Air Liquide Healthcare to tell us what oxygen equipment was involved in the fire.
- **NEVER** use any oxygen equipment that has been involved in a fire or accident.

Storage & use

ALWAYS follow the advice given to you by your Homecare technician about the safest place to store and use your oxygen equipment.

- ALWAYS ensure oxygen equipment is stored in a well ventilated area, kept clean, dry and away from any sources of heat or fire e.g. convection heaters, gas or electric fires, gas cookers etc.
- NEVER store oxygen equipment close to paint, oil, grease or any domestic heating gases e.g. in a garage or shed where these items may be stored. Remember, fatty substances, oils and greases may ignite in oxygen.
- NEVER keep combustible materials near oxygen equipment e.g. newspapers, magazines, clothing, and other items that may burn easily.
- ALWAYS store the liquid oxygen base unit upright.

IMPORTANT

If you have limited mobility, plan how to evacuate the building in the event of a fire. Your local Fire Service may be able to help you do this.

Oxygen Saturation (Enrichment)

Materials will become saturated or enriched with oxygen and may burn very quickly and fiercely if they catch fire.

- **ALWAYS** turn off the oxygen equipment when you are not using it.
- **ALWAYS** use or store oxygen equipment in a well ventilated area. Remember, oxygen can build up and become concentrated in a closed room or a confined space.
- **NEVER** place oxygen equipment near curtains or cover with coats, blankets or other materials that may restrict the air circulation around it.
- **NEVER** leave the cannula or mask on the bed or chair when oxygen equipment is switched on.
- **NEVER** carry or use portable oxygen equipment under clothing or in an airtight bag (ALWAYS use the bag provided).

Oils & Grease

- **NEVER** use Vaseline or other oil based creams to soothe a sore area around your nose or mouth when using oxygen equipment.
- **ONLY** use water based soluble creams or products and **ALWAYS** make surte your hands are clean when using oxygen equipment.
- **NEVER** use oils or grease with oxygen equipment.

IMPORTANT

Fatty substances, oils and greases may ignite in oxygen.

Keeping all equipment clean

- To clean concentrators and cylinders use only a clean damp cloth
- Use only mild non-abrasive cleaning materials
- After wiping equipment down, allow it to dry before use.

Be aware of the air around!

Concentrator machines take air from their surroundings and separate it to make oxygen. If the concentrator machine is used near heaters or fires, fumes in the air may not be completely removed.

Turn it off!

Make sure the oxygen supply is turned off when it isn't being used. When oxygen is being used, always make sure the cannula or mask is not left on any material (for example, blankets, clothes, sofas or cushions) for any amount of time. Oxygen may be absorbed into the material and make it more flammable.

Ventilation

Materials burn more vigorously in oxygen. **ALWAYS** make sure that any oxygen equipment is used in a well ventilated area, and try to keep a window or door in the room ajar when the equipment is in use.

IMPORTANT

REMEMBER, to allow 5-10 minutes after switching a concentrator machine off to allow all the oxygen to leave the system.

TYPES OF OXYGEN SYSTEMS

There are a number of ways in which you can receive supplementary home oxygen. You may receive oxygen in one or more of these forms depending on your condition and lifestyle. Your healthcare professional will be the best person to advise you.

Oxygen concentrator

Oxygen concentrators deliver a steady supply of oxygen in the home and are a suitable solution for users with high flow rates and for those who use their oxygen for several hours a day.

Concentrators use electricity and a static cylinder is supplied as emergency back-up.

High capacity cylinders (B10)

High capacity cylinders are mainly used as a back-up supply to a concentrator in the event of a power cut or machine failure. They are also suitable for patients who require only small amounts of oxygen at home. A contents gauge shows you how much oxygen you have left in the cylinder.

Portable oxygen cylinders (B1 and B2)

Portable oxygen cylinders allow greater mobility outside the home and so are suitable for patients who are active and independent and who still want to be out and about.

They are lightweight so they can be comfortably carried over the shoulder. A contents gauge shows how much oxygen you have left in the cylinder.

These are usually used with a conserver which will extend the duration of the cylinder.

Portable/transportable oxygen concentrators (POCs/TOCs)

POCs/TOCs take the surrounding air and produce oxygen. They are designed to be lightweight and have an internal battery and trolley so they can be easily transported. They are designed primarily for daytime portable use and are suitable if you are away from home a lot and have high oxygen requirements during the day.

IMPORTANT

Some systems are not appropriate for everyone. Your suitability may depend on your flow rate and ability to use a conserver.

Your healthcare professional will decide the most appropriate system for you and will assess your needs while using the device.

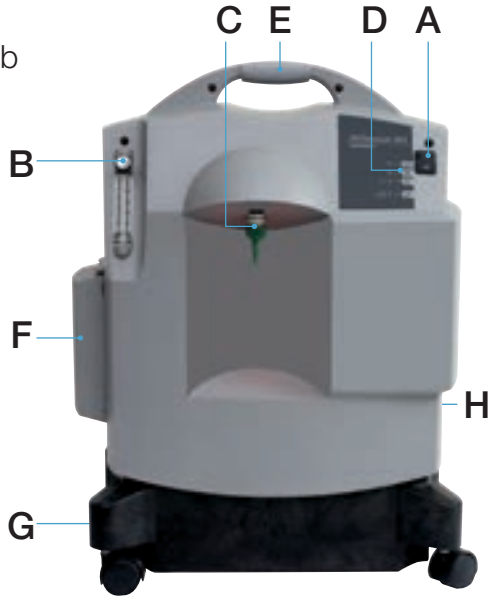
OXYGEN CONCENTRATORS

Your equipment

Before using your concentrator you should first become familiar with its components. Important parts of the concentrator include:

Respironics Millennium concentrator

A On/Off switch
B Flow meter/Adjustment knob
C Oxygen outlet
D Operation indicator lights
E Handle grip
F Filter
G Power cord (on reverse)
H Hour meter (on reverse)



IMPORTANT

Ensure your concentrator machine is kept upright at all times.

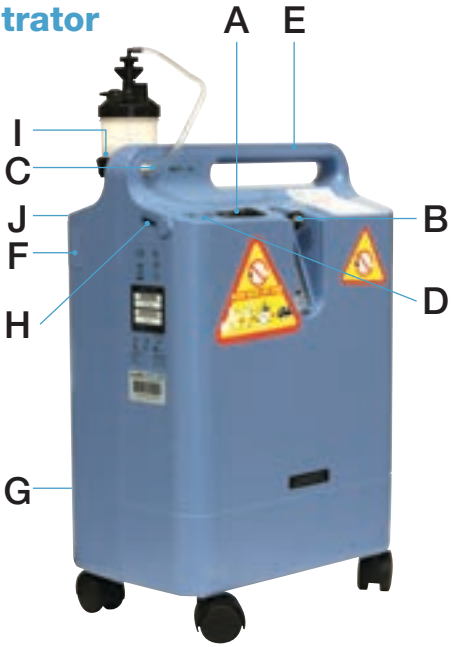
Plug your concentrator machine into the mains, NEVER use an extension lead.

Make sure the flow rate on your concentrator machine is set to the flow rate ordered by your healthcare professional.

NEVER restrict the ventilation around your concentrator.

Respironics EverFlo concentrator

A On/Off switch
B Flow meter/Adjustment knob
C Oxygen outlet
D Operation indicator lights
E Handle grip
F Filter
G Power cord (on reverse)
H Hour meter
I Humidifier
J Filter (on reverse)



AirSep Newlife Elite

A On/Off switch
B Flow meter/Adjustment knob
C Oxygen outlet
D Indicator light
E Handle grip
F Filter (on reverse)
G Power cord (on reverse)
H Circuit breaker reset button
I Hour meter

Safety guidelines

Hazards or unsafe practices could result in serious injury or property damage. Please ensure you follow these guidelines:

NEVER adjust the oxygen flow rate without consulting your healthcare professional.

NEVER smoke and do not allow others to smoke or have naked flames near your oxygen equipment when it is switched on. This includes E-Cigarettes.

ALWAYS keep away from heat sources or open flames.

ALWAYS switch off equipment when not in use.

NEVER attempt any maintenance on the machine. You may get an electric shock.

NEVER use oil or grease on your equipment.

NEVER place your cannula or mask on upholstery, bedding or clothing.

NEVER use petroleum-based gels to reduce dryness. Use only water-based gels. Ask your pharmacist for advice.

ALWAYS ensure your back-up cylinder is full and in an area that you can access easily, check it weekly and ensure you know how to use it.

NEVER use if the plug or power cable is damaged.

NEVER use an extension cable.

NEVER let children or untrained persons tamper with your concentrator.

NEVER place containers of liquid on top of the device.

ALWAYS place your concentrator at a distance where the built-in alarm on the device can be heard.

NEVER clean the concentrator while it is plugged in.

ALWAYS check your flow rate before using the device.

How to use your concentrator

Before operating your equipment:

1. Select a position for your concentrator that allows the device to draw in room air without being restricted. Make sure that the device is at least three inches away from the wall, furniture, and especially curtains.
2. Check the flow rate is set to your prescribed rate each time you use the device. This will be set by our technician. Any further adjustments should only be undertaken on the recommendation of your healthcare professional.
3. Be familiar with the contents of this booklet. Take particular notice of the safety information at the front.

Operating your concentrator

Using a concentrator is very simple, your technician will explain how to use this equipment safely and effectively following these steps.

1. Insert the plug into an electricity mains socket and switch the socket **ON**.
2. Attach the tubing from the cannula to the outlet connection on the concentrator. Only use the tubing supplied by your technician – this tubing is **NEVER** longer than 15 metres (approximately 50 feet).
3. Find the **ON/OFF** switch and switch **ON**.
4. A test alarm may sound, this is to check the alarm is working.
5. Leave the device running for ten minutes. Check that the ball in the flow meter is centred on the line marking the prescribed rate.
6. Put the cannula or mask on.
7. When you are not using the concentrator:
   a. Switch the **ON** button to **OFF**.
   b. If you are not using the concentrator for a number of hours, switch it off at the mains socket.

IMPORTANT

If there is a problem with the concentrator machine use your back-up cylinder and call our helpline. NEVER open or remove the concentrator machine cover.

It is essential that you only use the back-up cylinder in the event of a concentrator machine failure or power cut.

Servicing & Maintaining your concentrator

Your concentrator will be serviced annually or as required by our technician.

In the meantime you need to regularly perform some simple maintenance:

Cleaning and changing the air inlet filter

Cleaning the air filter is the most important maintenance activity. This should be done at least once a week.

Millennium and AirSep concentrators

1. Remove the filter from cabinet (this is located at the back of the AirSep and the side of the Millennium) and replace with the spare filter. You will be given a spare on installation.
2. Rinse and wash the filter in warm water. A mild detergent may be used if rinsed thoroughly.
3. Squeeze out the excess water and allow the filter to air dry (naturally) – the filter should be completely dry, moisture may impair proper operation.

EverFlo concentrator

The air inlet filter is covered by a door with small holes. Clean this area with a damp cloth weekly. Please ensure the holes are not obstructed. The filter inside of your device is a sealed unit and will be serviced by your technician.

Cleaning the concentrator

You should clean the exterior case of the device regularly, using a damp cloth. If medical disinfectants are used, follow the manufacturer's instructions.

IMPORTANT

ALWAYS turn the concentrator off and remove the electrical plug from the wall before any maintenance or cleaning.

CONCENTRATOR PERMANENT PIPING

A permanant piping installation can be installed around your home. This involves connecting clear plastic tubing from your concentrator to various points around your home.

Permanant piping installations

These are completed by our technicians quickly and with minimal disruption to your home and decorations. They consist of the following elements:

- A wall tap in a suitable and accessible location to direct oxygen supplies to agreed points within rooms in your home where you will need your oxygen supply.
- Tubing will be attached to skirting boards and door frames.
- For Safety, fire breaks will be fitted in the tubing.
- A length of loose tubing will be left so you can move around each room.
- A hole (10mm wide) may need to be drilled through walls or a ceiling to access rooms where you want the oxygen supply point.
- Due to health and safety reasons your Air Liquide technician will not be able to install a fixed oxygen supply point in your bathroom or kitchen.

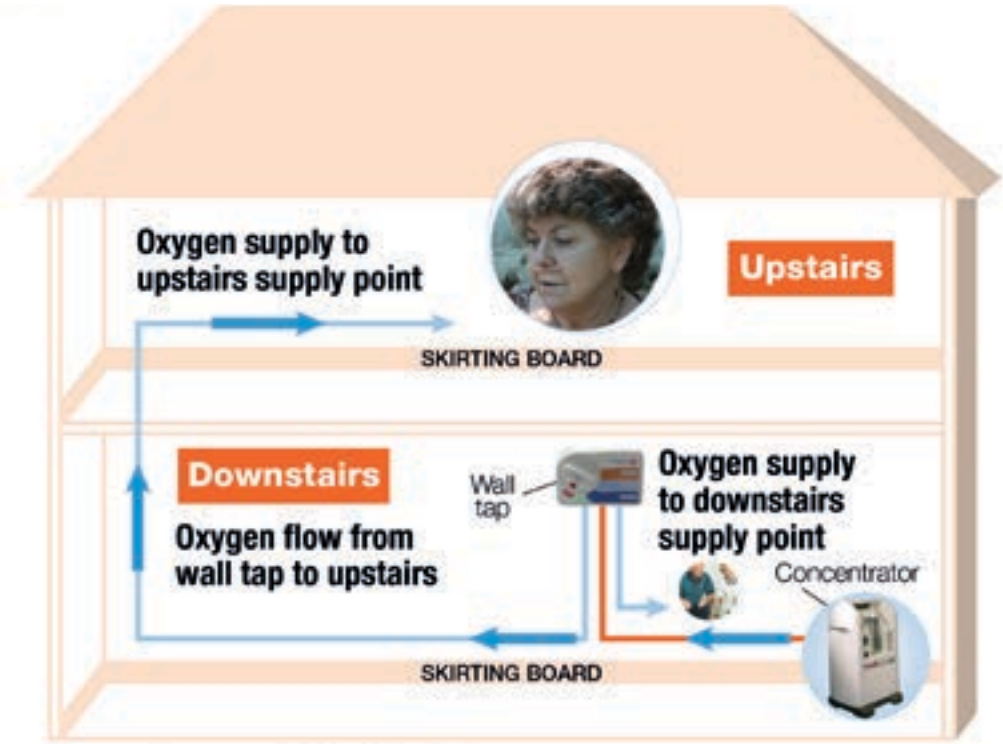


Diagram shows a typical piped installation.

If you would like to consider having permanent piping installed please either discuss with you technician or call the helpline. We will need to carry out a survey and risk assessment prior to confirming this option is suitable.

CYLINDERS

Your oxygen cylinders contain medical grade oxygen. You may have a larger cylinder for use in the home or as back-up to a concentrator machine, or smaller portable cylinders to help you get out and about.

How to use a cylinder

1. Attach the oxygen tube to the outlet connector. Ensure tubes are not trapped, trodden on or kinked in any way as this could restrict the flow.
2. Slowly open the on/off valve (B2 and some B10 cylinders) by turning it anti-clockwise until fully open. This will release the oxygen and show the remaining contents of the cylinder on the contents gauge if not already shown.
3. Ensure that the flow rate selector on top of the cylinder is set to the correct flow as ordered by your healthcare professional. Any adjustments should only be undertaken on the recommendation of a healthcare professional.
4. Put on the cannula or mask.
5. After use and before turning off, check the remaining oxygen in the cylinder, using the contents gauge.
6. Turn the cylinder off by turning the flow sector to 0 or off.

How to carry your portable cylinder

If you have a portable cylinder you will be provided with a cylinder carry bag. Your technician will show you how to use this when your equipment is installed.

ALWAYS use one of the three handles on the bag to carry the cylinder.

Storing your back-up cylinder

If you have a concentrator, a back-up cylinder is provided to you in the event that your power supply or concentrator machine fails.

You should store your back-up cylinder where it is easily accessible in the event of a power cut. Remember that this may be at night, when it is dark and your lights will not work, so keep a torch close to where you sleep to help you find your back-up cylinder in this situation.

All cylinders should be stored in a dry, frostfree environment. Failure to adhere to this could lead to the cylinder valve becoming frozen, which could make it hard to use, or even cause it to fail to operate.

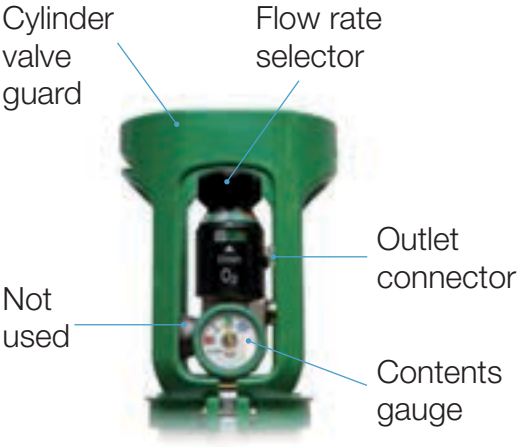
NEVER store your back-up cylinder in an environment such as a conservatory or enclosed porch, as these get hotter in the summer months.

NEVER store your back-up cylinder in poorly ventilated places such as walk in stores which can get very musty or where smells linger for a long time.

B10 cylinder

This is the largest cylinder available and is mainly provided as a back-up supply for use in the event of a power cut or concentrator machine failure. A B10 is not intended for use as a portable cylinder.

Weight full	15kg-18kg (33lb-39lb)
Height	71cm (28ins)
Diameter	18.2cm (7.1ins)
Capacity	2122 litres



IMPORTANT

If the gauge is showing red, your cylinder is empty and needs to be changed immediately.

If you are experiencing no or limited flow check your cylinder is switched on properly and set to the correct flow rate, also check the contents gauge to ensure the cylinder is not empty.

The cylinder is full when the contents gauge points to the green section.

B10 cylinder durations

The following table shows you approximately how long your B10 cylinder will last based on your flow rate setting on continuous use.

B10 CYLINDER DURATIONS	
Flow rate (lpm)	**Duration without conserver**
0.5	70 hours 44 mins
1	35 hours 22 mins
1.5	23 hours 34 mins
2	17 hours 41 mins
3	11 hours 47 mins
4	8 hours 50 mins
6	5 hours 53 mins
8	4 hours 25 mins
15	2 hours 21 mins

IMPORTANT

Your B10 may be fitted with a different flow selector.

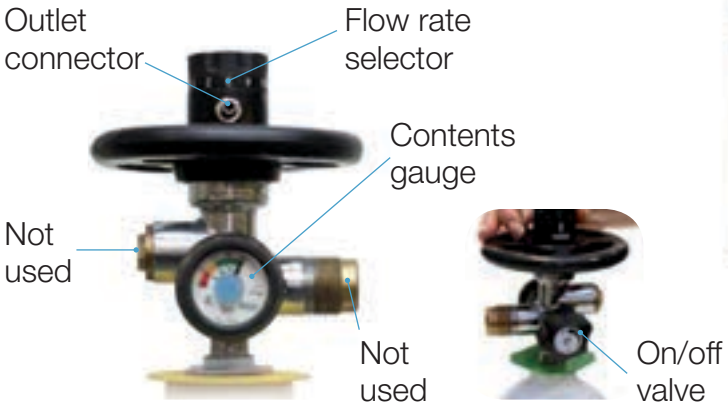
ALWAYS keep your back-up cylinder in a place where you can easily find it.

ALWAYS make sure that your back-up cylinder is fitted with spare tubing and a mask or cannula so it is ready to be used.

B2

This is a standard portable cylinder for those who need to get out and about and should only be used as prescribed by your healthcare professional.

Weight full	3.2kg-3.7kg (7lb-8lb)
Height	53cm (20.8ins)
Diameter	10cm (3.9ins)
Capacity	430 litres
Accessories	Bag and trolley available



IMPORTANT

If the gauge is showing red, your cylinder is empty and needs to be changed immediately.

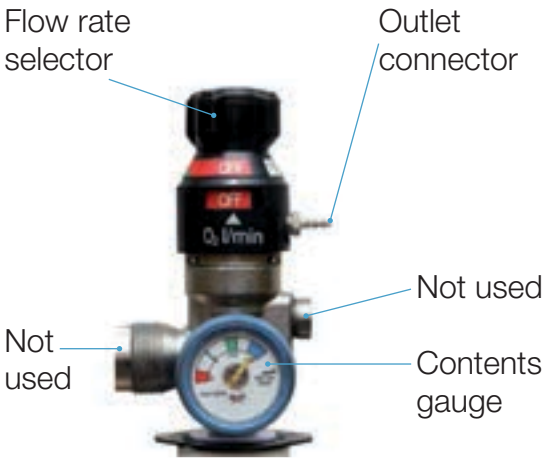
If you are experiencing no or limited flow check your cylinder is switched on properly and set to the correct flow rate, also check the contents gauge to ensure the cylinder is not empty.

The cylinder is full when the contents gauge points to the green section.

B1

The lightweight cylinder is for use by children and frail adults and should only be used as prescribed by your healthcare professional.

Weight full	2.1kg-2.6kg (4.6lb-5.7lb)
Height	43cm (16.9ins)
Diameter	8.5cm (3.3ins)
Capacity	208 litres



IMPORTANT

If the gauge is showing red, your cylinder is empty and needs to be changed immediately.

If you are experiencing no or limited flow check your cylinder is switched on properly and set to the correct flow rate, also check the contents gauge to ensure the cylinder is not empty.

The cylinder is full when the contents gauge points to the blue section.

B1 and B2 cylinder durations

The following tables show you approximately how long your B1 or B2 cylinder will last. Duration with a conserver will vary according to your breathing rate and activity.

B1 CYLINDER DURATIONS

Flow rate (lpm)	Duration without conserver	Duration with conserver
0.5	7 hours	
1	3 hours 30 mins	10 hours 30 mins
1.5	2 hours 20 mins	7 hours
2	1 hours 45 mins	5 hours 15 mins
3	1 hour 10 mins	3 hours 30 mins
4	52 mins	2 hours 36 mins
6	35 mins	1 hours 45 mins
8	26 mins	
15	14 mins	

B2 CYLINDER DURATIONS

Flow rate (lpm)	Duration without conserver	Duration with conserver
0.1	71 hours 40 mins	
0.2	35 hours 50 mins	
0.5	14 hours 20 mins	
1	7 hours 10 mins	21 hours
2	3 hours 35 mins	10 hours
3	2 hours 23 mins	7 hours
4	1 hour 47 mins	5 hours
6	1 hour 11 mins	3 hours
8	53 mins	
10	43 mins	
15	28 mins	

Basic Troubleshooting Guide for Cylinders

The following guide will help you to correct any minor problems you may experience with the oxygen equipment.

If after following these steps you find the oxygen equipment is still not working please call the 24/7 helpline.

PROBLEM	PROBABLE CAUSE	SOLUTION
Cylinder is on but oxygen does not flow.	Tubing trapped.	Check that the tubing has not become trapped by a chair, door or furniture standing on it.
	Blocked cannula.	Replace the cannula with a new one as the old one may have secretions in the fine tubing.
	Cylinder is empty.	Check the contents indicator gauge and replace cylinder if needed.
Low flow.	Flow selector set incorrectly.	Set flow selector to prescribed flow rate.
	Leaks from tubing connections.	Refit tubing or replace with new tube.
	Kinked, blocked or split tubing.	Remove obstruction if possible, if split contact the 24/7 helpline.
Any other problem or if problem persists.		Contact us immediately.

Important Reminders

- **NEVER** set your oxygen flow rate to anything other than that requested by your healthcare professional.
- **ALWAYS** follow the advice the technician has given you about how to safely store and use the cylinders.
- **ALWAYS** store cylinders laid down or secured upright to prevent them falling over.
- **NEVER** attempt to remove the integral regulator from a cylinder.
- **NEVER** remove the plastic guard (this protects the valve against accidental damage).
- **NEVER** use excessive force when opening or closing the flow selector or cylinder valve.
- **NEVER** use spanners to tighten pieces of equipment.
- **ALWAYS** close cylinder valves when not in use.
- **ALWAYS** close cylinder valves on empty cylinders.

When leaving your house with a cylinder ALWAYS:

- Make sure you have enough oxygen to last.
- **NEVER** smoke and stay away from others who are smoking, as well as naked flames or heat sources.
- Carry our helpline number LoCall **1850 240202**.
- Ensure cylinders are strapped down or stored securely if transporting them by car.
- Use your green box for transportation.

REORDERING AND MAINTAINING CYLINDERS

Changing empty cylinders

1. Turn off the cylinder completely.
2. Disconnect the tubing from the top of the cylinder and remove the cylinder from the bag.
3. Put a full cylinder into the bag.
4. Re-attach the tubing from the conserver to the cylinder outlet connector.

Maintenance and reordering

1. Ensure cylinders are stored in a cool well ventilated place.
2. Regularly check the level of oxygen remaining in the cylinder (indicated on cylinder contents gauge).
3. Call us for a replacement cylinder before you start your last cylinder.

Reordering cylinders

ALWAYS reorder when you are half way through your stock of cylinders and/or at least two working days before you need replacements.

Call the helpline on **1850 240202**.

A technician will then make contact with you within the next two working days to arrange your cylinder delivery.

CONSERVER

When we breathe we spend most of our time breathing out. When a cylinder is used with a continuous flow, most of the oxygen is wasted. A conserver cuts out that waste by providing a precise amount of oxygen at the point of breathing in.

A conserver should only be used with portable cylinders, it could make the cylinder last up to three times longer. You should only use this device with a nasal cannula.

Connecting your conserver

1. Put the cylinder into the portable carry bag provided.
2. Put the conserver into the pocket at the front of the bag.
3. Connect the female end of the coiled tubing to the outlet connector on the cylinder.
4. Secure the female end with the tube clamp.
5. Connect the quick connect end of the coiled tube to the cylinder connection on the conserver.
6. Connect the cannula tubing to the cannula connection on the side of your conserver.

IMPORTANT

Conservers are not suitable for patients under seven years old.

NEVER use whilst sleeping.

NEVER shorten the tubing.

A mask can not be used with a conserver.

Mediline conserver

1. Cylinder connection
2. Cannula connection
3. Flow rate adjustment
4. On/Off

Sequoia conserver

1. Cylinder connection
2. Cannula connection
3. Flow rate adjustment
4. Battery cover

How to use your cylinder and Sequoia conserver

1. Turn on the cylinder and set it to 4 lpm.
2. Turn the conserver on, check its battery level and set to the prescribed setting using the flow rate wheel.
3. Put the nasal cannula on and begin to breathe in.

How to use your cylinder and Mediline conserver

1. Turn on the cylinder and set it to 4 lpm.
2. Turn the Mediline conserver on by pressing the On/Off button once.
3. Set the conserver to the prescribed flow rate by pressing the flow rate adjustment buttons. This will decrease or increase the flow in 0.5 lpm increments. The set flow is indicated on the screen by full blocks. Check your flow rate at regular intervals.
4. Put the nasal cannula on and begin to breathe through the nose.

Turning the supply off

1. Slowly turn the On/Off valve on the cylinder clockwise to the off position.
2. You should continue to breathe through the nasal cannula until you feel no more oxygen coming through (this releases the pressure in the tubing).
3. Take the cannula off.
4. Turn the conserver off.
5. If you use the cylinder without the conserver on another occasion, always remember to set it back to the prescribed flow rate.

IMPORTANT

The Mediline conserver will alarm if it does not detect your breath, oxygen in the cylinder or when its battery is low.

ALWAYS carry a spare battery and tubing in your carry bag.

Checking the conserver battery level

Sequoia conserver

Move the flow rate wheel on top of the conserver to the BAT position. The battery level light will show you how much power is left.

Sequoia conserver battery level light

Green	The battery is full
Amber	The battery's level is lower, but the conserver can still be used
Red	The battery is low and should be replaced
Flashing red	Replace the battery immediately (1.5 volt C-size alkaline battery under cover at bottom of conserver)

Mediline conserver

When the battery life low signal appears on the screen you will hear an alarm. The battery should then be replaced.

Changing your battery

The conserver needs a single 1.5 volt C-size alkaline battery. These are commonly available from most supermarkets. To replace the battery first remove the battery cover, safely discard the current battery then insert the replacement into the slot.Once you have replaced the battery, check its power level.

IMPORTANT

A battery should last around one month. You will need to change as necessary.

Only use alkaline batteries with a conserver. The use of rechargeable batteries is not recommended.

OXYGEN ACCESSORIES

Cannulae

Cannulae enable you to take oxygen through your nose and allow you to eat, talk or drink at the same time. However they can irritate the nose.

Masks

You may breathe oxygen using a mask. They are useful for higher flow rates or if you have a cold, but they make it difficult to talk or eat when taking oxygen. Your mask must be prescribed by your healthcare professional.

Tubing

Your oxygen supply tube carries oxygen from your cylinder or concentrator to your mask or cannula. It is an important piece of equipment. Your oxygen tube should be no longer than 15 metres long. Check your oxygen tubing for any obvious signs of damage and replace it immediately.

ALL CONSUMABLES ARE LATEX FREE

IMPORTANT

Care should be taken to ensure the tubing does not become trapped, for instance in furniture, doors, babies' cots, etc as this will restrict or even stop the flow of oxygen.

Humidifiers

Supplementary oxygen is usually very dry. Though it is mixed with room air before you breathe it, you may find your nose becomes dry and sore.

Your healthcare professional may recommend a humidifier which will be supplied and fitted by us once we have received a prescription. This will add moisture to your oxygen supply to make it more tolerable.

If your healthcare professional has prescribed a humidifier, please follow these simple steps:

1. Unscrew the humidification bottle.
2. Fill with distilled water to the recommended level – **NEVER** fill above the maximum fill line.
3. Screw the top of the humidification bottle back on to the divice – **NEVER** cross thread or over tighten the humidification bottle.
4. Ensure there are no leaks and check for bubbles in the water.
5. The humidifier must be positioned below the level of your head and be no more than 3 metres (10 feet) from you.

Cleaning your humidifier

- The humidifier must be emptied and cleaned each day in warm soapy water and rinsed thoroughly to prevent bacterial contamination.
- Refill between the minimum and maximum level shown with distilled water at least twice a day.
- Reattach the humidifier to the outlet on the machine ensuring that the lid is tightened on the bottle.
- When the humidifier is functioning correctly you will notice the water bubbling.

Cleaning your mask and cannula

Only use masks and cannula supplied by us.

The nasal prongs on your cannula should be cleaned daily with a damp cloth.

A cannula can be used for up to two months before discarding depending on your use.

Changing your cannula

Hours used (per day)	When to change
0 - 12 hours	Every 2 months
12 - 24 hours	Every month

Oxygen masks should be cleaned daily in warm soapy water, rinsed and thoroughly air-dried before use.

Masks can be used for up to one year before discarding depending on your use.

Changing your mask

Hours used (per day)	When to change
0 - 12 hours	Every year
12 - 24 hours	Every 6 months

IMPORTANT

NEVER immerse a cannula in water.

OxyKart© cylinder trolley

The OxyKart© is a lightweight trolley specifically designed to carry both portable lightweight and heavier cylinders. It is suitable for use at home or outside and folds away for ease of transport, storage and delivery.

The OxyKart© has been tested to carry up to 35kgs and is supplied with elasticated safety straps.

OxyKart© specifications

Material	Tubular aluminium
Dimensions (folded)	44 x 28 x 10cm
Dimensions (platform)	16 x 27cm
Handle height (extended)	91cm
Weight (approx)	1.5kg
Wheel diameter	7.5cm
Colour	Black

For information on buying or renting an OxyKart©, please call us and quote order code TR0004.

Medical Card patients must apply to their local PCCC office for rental approval. Private patients should note that the cost of this accessory may not be refundable under the Drugs Payment Scheme.

TRAVELLING WITH OXYGEN

It is possible to travel and go on holiday but it is important to plan your trip in advance. Also remember you may be charged for some services.

- ALWAYS seek medical advice before planning your travel.
- Try to plan trips at least four weeks before departure.
- Discuss your needs with your travel agent.
- Portable cylinders are generally not accepted by airlines for travel. Discuss options with your prescriber.
- ALWAYS take details of your prescription with you and any other accessories you might need.
- You can use portable cylinders when you are travelling (except on board an aircraft). Check how long they will last and plan what to do in an emergency.
- We shall not be liable for any use, support or maintenance of equipment whilst it is outside Ireland.

Holidaying in Ireland

If you are travelling within Ireland we can help arrange delivery of an oxygen concentrator or cylinders.

To arrange this please contact the helpline 3-4 weeks in advance. Some additional costs may require HSE approval.

Travelling abroad

If you are travelling abroad within the EU , make sure you get a European Health Insurance Card (EHIC).

If you are planning to travel by aeroplane, contact the travel company to check the availability and cost of oxygen supplied by the airline. Also check the restrictions on carrying oxygen equipment on board the aircraft. Plan your continuous/night time supply at your destination. Research your destination in advance of travel.

Travelling to the UK

If you need oxygen while you are travelling to the UK, Air Liquide UK may be able to provide a private holiday oxygen service, you can contact them on **+44 (0)330 123 5469**. For more information on other destinations contact our helpline on **1850 240202**.

Useful contacts

Please note that Air Liquide Healthcare are independent of the following named companies. We can offer no guarantees as to the reliability or safety of any equipment supplied by other companies. We do not endorse or recommend any specific company.

Oxygen Worldwide

Can arrange supplies worldwide
Tel: **(0034) 966 882 873**
Fax: **(0034) 966 882 855**
Email: **info@oxygenworldwide.com**
Website: **www.oxygenworldwide.com**

Omega Advanced Aeromedical UK

Cruise/airport oxygen assistance, overland tour oxygen, medical escorts.
Contact: **Bill Quantrill**
Tel: **(0044) 1273 308176**
Email: **info@omegaoxygen.com**
Website: **www.omegaoxygen.com**

Travelling with a portable/transportable concentrator

- All airlines have their own policies regarding travel with oxygen. You should check with your individual carrier to find out about their procedure. If you are authorised to take a portable/ transportable concentrator, you must arrange a back-up supply of oxygen in case of machine failure. You may also need to carry additional batteries for your journey.
- Part of your agreement with us is that you are responsible for the loss or damage of any equipment on rental to you. We strongly recommend that you take out suitable travel insurance to cover yourself. Portable/ transportable concentrators are very expensive - don't leave it to chance. Read sections 9 and 10 of your terms and conditions for more information.
- Your rental agreement is with us and if you take your portable/ transportable concentrator out of the country **we cannot support you if the device malfunctions**. If your device fails you may need to arrange an emergency rental of equipment from a local company, this can be costly. You should research your destination and arrange a supply of oxygen at your destination before travelling.
- You need to satisfy yourself that there will be a suitable supply of electricity at your destination. Also countries use different sockets to connect to their power supply. Ensure that you have a compatible power plug adapter.

YOUR QUESTIONS

Who do I contact if my condition changes?

If you are feeling unwell, or feel that your current oxygen therapy is no longer helping your condition, please contact your healthcare professional for advice.

If you need emergency medical assistance contact your healthcare professional or call 999 for an ambulance.

NEVER alter your oxygen therapy without consulting a healthcare professional. We cannot change your oxygen therapy without a prescription.

How are my oxygen requirements assessed?

When you visit your respiratory specialist they will carry out a number of tests to assess your oxygen requirements. This will ensure the oxygen you use is appropriate for your needs.

Is oxygen equipment safe?

Provided you follow the safety guidelines, oxygen equipment can be safely used in your home. Please carefully read all safety advice in this booklet.

Oxygen is not explosive but it helps fires burn more fiercely, therefore the most important advice is to **NEVER** smoke when using oxygen and remain a safe distance from open fires and other heat sources.

Failure to follow this advice could result in serious harm to yourself, your house or others.

Can I choose what kind of cylinder I receive?

Your doctor or technician will carry out an assessment of your needs and choose the most appropriate cylinders for your requirements. If you feel that the cylinders you are receiving do not best fit your requirements we can arrange for a technician to reassess your needs. Contact our customer service team and they will arrange for a technician to call at your home.

How many cylinders can I order?

Your oxygen rental entitles you to a quota of up to six refills per month. If you have a medical card and require more then discuss this with your healthcare professional, they can update your prescription and may suggest an alternative supply. Once approved by the HSE, we will supply additional cylinders.

Private patients will incur a charge for additional cylinders.Please call us to discuss this or alternative options.

How quickly will you deliver my cylinders?

A standard cylinder delivery takes two working days. This means if you call us to order more cylinders on a Monday before 5.00pm, we will endeavour to deliver before the end of Wednesday. If you order cylinders on a Thursday before 5.00pm, we will aim to deliver before the end of the following Monday.

What do I do in a power cut (concentrator users)?

When you are first prescribed oxygen you should contact your electricity supplier to register for their Priority Support Service. You may need to complete a form highlighting which equipment you use.

Your electricity supplier will aim to inform you of any planned interruptions to your power supply and will plan to give a priority service in the event of an unplanned electricity failure.

If you have an interruption to your power supply, you should switch to your back-up cylinder. Please contact us for a replacement if you use your back-up cylinder.

Will you service my equipment?

If you rent your equipment (either through the HSE or privately) we will carry out a service. When you are due a service visit, a technician will contact you to arrange a suitable time to call.

If you think your concentrator is due for a service visit and a technician has not yet made contact with you, call the helpline and we will arrange for a technician to visit. Between these service visits there are a number of simple maintenance steps you need to take.

What should I do if there is a problem with my equipment?

Firstly switch to an alternative oxygen supply i.e. your back-up cylinder.

If you cannot resolve the problem using the instructions provided in this guide or the manufacturers user manual (if supplied), you should call us on LoCall **1850 240202**. If we cannot resolve the problem over the phone a technician will visit you as soon as possible.

If I do not have a medical card am I entitled to any reimbursement under the drugs payment scheme?

All of our home oxygen equipment is classified under the drug refund scheme as a medical device. To check your suitability for inclusion on this scheme and to obtain a refund form, please contact your local pharmacist or your local HSE PCCC office or online at **www.drugpayment.ie**

If you are a medical card holder, your oxygen service will be paid for by the Primary, Community & Continuing Care office of your HSE.

Please contact us if you receive a medical card in the future to make sure you are no longer charged for your service.

Will Air Liquide Healthcare listen to my views about the service it offers?

We welcome all feedback from patients on your experience. If you would like to comment on our service please call our helpline or e-mail **healthie@airliquide.ie**

SUPPORT SERVICES

We have compiled the following list of helpful organisations which may be able to offer more information and support:

COPD support group
www.copdsupport.ie

Asthma Society of Ireland
www.asthmasociety.ie

Cystic Fibrosis Association of Ireland
www.cfireland.ie

Irish Lung Fibrosis Association
www.ilfa.ie

The Irish Heart Foundation
www.irishheart.ie

Irish Cancer Society
www.irishcancer.ie

Department of Health and Children
www.dohc.ie

General health information
www.irishhealth.com

National smokers' quit information
www.quit.ie

NOTES

CONSUMER HIRE AGREEMENT/CONSUMER PURCHASE AGREEMENT

AIR LIQUIDE HEALTHCARE IRELAND LIMITED whose registered office is at 25-28 North Wall Quay, Dublin 1, Republic of Ireland, registered under registered number 524827.

('AL'), and the Customer, as defined herein ('Customer'). AL and the Customer may be referred to herein as 'Party' or 'Parties'.

Consumer Hire Agreement/Consumer Purchase Agreement

Name (PRINT): _____

Signature: _____

Date: _____

Proof of agreement may be captured by an electronic device or paperwork at time of delivery

Terms and Conditions

1 Interpretation

In these Terms and Conditions, except where the context requires otherwise, the following expressions shall have the following meanings:

1.1 'BiPAP' means bi-level positive airway pressure.

1.2 'Consumables' means the disposable, multiple-use-single-patient equipment, single-use equipment and materials (other than the Products and Equipment) supplied to the Customer for use in connection with the Equipment and the Products e.g. filters, tubing, masks and humidification chambers.

1.3 'Customer' means the person(s) referred to in the Contract attached to these Terms and Conditions.

1.4 'Customer Consent Form' means the consent form provided to the Customer by AL, for the Customer to give consent for the disclosure of their personal information to doctors, hospitals or other healthcare professionals and also to consent to AL entering their premises to install Equipment.

1.5 'Contract' means a hire agreement or a purchase agreement entered into between the Customer and AL related to the Goods and attached hereto.

1.6 'CPAP' means continuous positive airway pressure.

1.7 'Customer Service Team' means the AL customer service team described in clause 14.2 of this Agreement.

1.8 'Equipment' means the equipment provided to the Customer by AL including but not limited to home oxygen concentrators, portable oxygen cylinders, CPAP units, BiPAP/non-invasive ventilators, suction devices and pulse monitoring devices and/or other containers (including bag and cartons) in which the Products are delivered to the Customer.

1.9 'Force Majeure' means causes beyond either party's reasonable control, including without limitation:

1.9.1 Acts of God, explosion, flood, tempest, fires or accident:

1.9.2 War or threat of war, sabotage, insurrection, civil disturbance or requisition;

1.9.3 Acts, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority;

1.9.4 Import or export regulations or embargoes;

1.9.5 Strikes, lock-outs or other industrial actions or trade disputes (whether involving employees of AL or of a third party);

1.9.6 Difficulties in obtaining Goods or labour;

1.9.7 Power failure or breakdown in machinery.

1.10 'Goods' means the Products, Equipment and Consumables;

1.11 'Hire Period' means the period beginning on execution of a Contract for hire of Equipment and ending when the Contract for hire is terminated.

1.12 'Order' means an order as described in clause 4.1 below.

1.13 'Premises' means the location nominated by the Customer for delivery of the Goods.

1.14 'Products' means prescribed medical oxygen supplied to the Customer by AL.

1.15 'Summary Of Product Characteristics' means the summary of product characteristics approved by the Irish Medicines Board.

1.16 'Working days' means Monday to Friday 8.00am to 5.00pm.

Headings contained in this agreement are for ease of reference only and do not affect the construction of this agreement.

The singular includes the plural and vice versa.

2 Application of conditions

2.1 These Terms and Conditions shall apply to and be incorporated into any Contract and prevail over any inconsistent terms or conditions contained in, or referred to, in the Customer's Order or other document supplied by the Customer, or implied by law, trade custom, practice or course of dealing.

3 Subcontractor clause

3.1 AL shall be entitled to subcontract all or part of its obligations under these Terms and Conditions and any reference in these Terms and Conditions to AL shall be deemed to include a reference to the subcontractor. These Terms and Conditions shall apply equally to any such subcontractor as they apply to AL.

4 Orders

4.1 A Customer may order Goods by telephone or in writing providing details of name, Premises and all Goods required. AL shall require receipt of a prescription from a medical doctor (by fax and/or post) for Products and Equipment (where applicable) to include details of the Products and Equipment and any settings information depending on the Products and Equipment involved. AL may request additional information to complete the order when required. ('Order').

4.2 A Customer may re-order Consumables or the refill of Product cylinders by telephone from AL. However if there has been a change in the settings to be used on the Equipment with the Product, the Customer must arrange for their medical doctor to send AL a new prescription with full details of the new settings. Medical Card holders may order certain additional Consumables when approved by the local Health Service Executive ('HSE ')

4.3 The supply of Product cylinder refills by AL are subject to any applicable Regional Health Authority policy.

5 Delivery

5.1 AL shall use reasonable efforts to arrange for an equipment installation appointment within 1 (one) working day of receiving the Customer's Order. The appointment will normally take place within 3 (three) working days.

5.2 Unless otherwise agreed between the Parties, AL shall deliver the Goods to the Premises at a time agreed between the Parties.

5.3 AL shall use reasonable efforts to deliver the Goods to the Premises within 3 (three) Working Days of receipt of the Customer's Order.

5.4 Any estimated delivery date and time given by AL shall be approximate only and AL shall have no liability for late delivery to the Customer.

5.5 AL shall not be liable for any non-delivery of Goods (even if caused by AL's negligence) unless the Customer gives written notice to AL of the non-delivery within 5 (five) days of the installation/delivery date agreed between the Parties under clause 5.1 above. In the event of such non-delivery notification AL shall deliver the Goods as soon as reasonably possible to the Customer.

5.6 The Customer shall verify the Goods delivered to the Premises are in compliance with the Customer's Order in quantity and description at the time of delivery and the Customer shall give notice of any short delivery to AL at the time of delivery and, if such notice is verbal, confirm it in writing within 5 (five) days, failing which the Customer shall be deemed to have received Goods in compliance with the applicable Order.

5.7 The Customer must inspect the Goods on delivery and unless within 48 (forty eight) hours of installation the Customer gives to AL written notice specifying any defect in, or other proper objection to, the Goods it shall be conclusively presumed that they are in good condition and repair except for latent defects not apparent on reasonable inspection.

5.8 Any liability of AL for non-delivery of the Goods shall be limited to replacing the Goods within a reasonable time or issuing a credit note at the pro rata Contract rate against any invoice raised for such Goods.

5.9 If the Customer fails to take delivery of the Goods or fails to give AL adequate delivery details of the Premises (otherwise than by reason of any cause beyond the Customer's reasonable control or by reason of AL's fault) then, AL shall store the Goods until an alternative delivery time can be agreed with the Customer and AL may, at its discretion, charge the Customer for the reasonable re-delivery and/or storage costs.

6 Installation

6.1 On delivery of the Goods, an AL technician will ensure that the Equipment is set up in a safe environment.

6.2 The AL technician may at its sole discretion decide that the environment is not safe or suitable for the Equipment to be installed.

6.3 The AL technician will provide the Customer with:

6.3.1 Full operational instructions on the use of the Equipment and mask fitting (where applicable);

6.3.2 Full written instructions consisting of user manuals, patient literature, safety information and contact phone numbers (where applicable).

6.4 The Customer shall sign a delivery docket which states that the Customer has understood all the instructions, both oral and written, provided by the AL technician for the safe and efficient use of the Equipment.

6.5 In the event that Equipment settings prescribed are to be altered by the Customer's medical doctor, upon receipt of a prescription by AL, an AL technician will re-visit the Customer to complete the change of settings necessary.

6.6 A periodic verification check will be conducted on all Equipment at the Customer's Premises by an AL technician at a time agreed with the Customer.

7 Price and payments

7.1 The Customer shall make the following payments to AL as applicable:

7.1.1 Monthly hire charges for the Equipment;

7.1.2 Any charges payable for the supply of the Products to the Customer;

7.1.3 Charges for the Consumables supplied to the Customer at the time of the delivery of the Equipment and Products;

7.1.4 Charges for any additional Consumables supplied by AL to the Customer at the request of the Customer;

7.1.5 Handling, delivery and administrative charges; and

7.1.6 Any purchase price stated in a Contract to purchase Equipment.

7.2 Such charges will be those notified to the Customer in the Contract by AL at the time of delivery and installation of Equipment and from time to time by invoice from AL. AL reserves the right to increase any of the charges for the Goods from time to time upon giving reasonable notice to the Customer.

7.3 All sums chargeable pursuant to these Terms and Conditions are subject to the addition by AL of value-added tax, duty and similar impositions by AL.

8 Terms of payment

8.1 AL shall invoice the Customer on a monthly basis for the hire of Equipment commencing on the month following the supply of Equipment;

8.2 AL shall invoice the Customer in the month following the supply of Consumables.

8.3 AL shall invoice the Customer in the month following the supply of Products.

8.4 Subject to arrangements with AL for payment by direct debit the Customer shall pay any invoice rendered by AL within 30 (thirty) days of the date on the invoice.

8.5 The purchase price for Equipment specified in any Contract to purchase Equipment shall be paid in one lump sum to AL before the delivery of the Equipment to the Customer.

8.6 In the event that the Customer wishes to query an invoice the Customer shall raise any objections before the expiry of 15 (fifteen) days from the date of the applicable invoice.

8.7 AL shall be entitled to charge the Customer interest on any overdue amounts from the date on which they become due at an annual rate of three per cent (3%) above the base lending rate of the Bank of Ireland calculated on a daily basis on the actual number of days elapsed from the date on which the overdue payments became due, up to and including, the actual day of payment.

8.8 Medical Card holder's rental is paid directly to AL by the local HSE Primary Care office. Customers must contact AL immediately if their situation regarding a valid Medical Card changes at any time.

8.9 When a patient [non medical card] falls into arrears over 3 months, AL require the patient to agree to pay via Direct Debit from then onwards.

9 Risk and title

9.1 The risk in the Equipment shall pass to the Customer upon delivery to the Premises.

9.2 Title in the Products and Consumables shall not pass to the Customer until AL has been paid in full for the applicable items.

9.3 Under a Contract to purchase Equipment title to such Equipment shall pass to Customer upon receipt by AL of the full purchase price for the Equipment from the Customer.

9.4 During the Hire Period title in and to all Equipment remains with AL and the Customer shall not allow any third party to acquire possession or rights in respect of it.

10 Damage and loss of equipment

10.1 During the Hire Period:

10.1.1 The Customer shall have full responsibility for the care and safekeeping of the Equipment;

10.1.2 At AL's sole discretion, AL may charge the Customer and the Customer shall pay to AL the current replacement cost as specified by AL for any Equipment lost or destroyed while in the Customer's possession or control;

10.1.3 At AL's sole discretion, if Equipment is damaged through the negligence of the Customer, the Customer shall pay the cost of repairing or maintaining any Equipment damaged while in its possession or control unless AL considers that the Equipment should be treated as destroyed, in which case the Customer shall pay the current replacement cost as specified by AL for the Equipment.

10.1.4 If at any time the Customer loses/misplaces any Equipment delivered to it, the Customer shall notify AL of this fact as soon as practically possible.

10.1.5 Upon notification from the Customer of lost Equipment AL shall replace the Equipment as soon as is reasonably possible and at AL's sole discretion the Customer shall pay to AL the current replacement cost as specified by AL for the Equipment.

10.1.6 If Equipment treated as lost is eventually found, it shall be returned to AL and AL may at its sole discretion repay any sum paid by the Customer to AL for its replacement, less: (a) a sum equal to the rental charge which would have been payable by the Customer for the period during which the Equipment was treated as lost, and (b) AL's then standard administration charge.

10.1.7 Upon receipt by the Customer of a written notification from AL requesting the exact location of the Equipment let to the Customer under a Contract to hire Equipment, the Customer shall provide information to AL within 2 (two)Working Days.

11 Recalls

11.1 AL may recall any Goods from the Customer immediately on safety and/or quality grounds.

11.2 In the event that any Goods are to be recalled in the opinion of AL or any regulatory authority, AL shall use all reasonable efforts to recall the applicable Goods from the Customer at the Customer's last known address to AL.

11.3 The Customer shall inform AL of any change of contact address and details as soon as possible.

12 Travel outside Ireland

12.1 Customers must seek prior written consent from AL to take the Equipment and Products outside Ireland.

12.2 If a Customer is travelling outside Ireland with Equipment, the Customer:

12.2.1 Shall ensure that the Equipment is insured appropriately to cover damage and theft;

12.2.2 Should contact the AL Customer Service Team for advice regarding companies that may provide Equipment support outside Ireland. AL is not liable for any support or backup service in respect of or relating to Equipment whilst a Customer is outside Ireland with such Equipment.

12.2.3 Should follow AL's written guidelines set out in the AL guidance on travelling abroad which can be obtained through the AL Customer Service Team, however AL shall not be liable for any use, support or maintenance of Goods whilst they are outside Ireland.

12.3 Customers should be physically/medically fit to travel as determined by their medical doctor before travelling outside Ireland with Equipment.

13 Additional customer obligations

13.1 In addition to any other obligations set out in this Agreement, the Customer shall:

13.1.1 Use the Goods in accordance with all verbal and written instructions provided by AL;

13.1.2 Not remove or alter, or permit removal numbers or marks upon the Goods;

13.1.3 Not modify or alter the Goods;

13.1.4 Allow AL access to inspect the Goods at reasonable times and upon reasonable notice;

13.1.5 Not sell, assign, mortgage, charge or sublet any Equipment on hire or any interest in such Equipment;

13.1.6 Notify AL immediately in the event that the Customer suffers any injury or adverse event they consider may be connected with their use of the Goods.

14 Faulty goods and back up services

14.1 The Customer should contact AL immediately if a Customer becomes aware of a fault in the Goods supplied to the Customer.

14.2 In the event of requiring urgent assistance in relation to Equipment fault, maintenance, use or malfunction, the Customer should contact AL Customer Service Team during Working Days on the LoCall number provided by AL on information sheets provided to the Customer. Outside Working Days, the Customer should leave a message on the AL Customer Service Team voicemail

on the LoCall number provided by AL on information sheets provided to the Customer, including their name and contact telephone number.

14.3 AL shall use reasonable efforts to telephone the Customer back within 2 (two) hours of the Customer's call, in order to advise the Customer on urgent issues relating to Equipment fault, maintenance, use or malfunction. In the event that the issue cannot be resolved on the telephone, then:

14.3.1 If the Customer is in need of urgent support in the opinion of AL, AL shall use all reasonable efforts to visit the Customer within 8 (eight) hours of AL's conversation with the Customer;

14.3.2 If the Customer needs non-critical support in the opinion of AL, AL shall use all reasonable efforts to replace faulty Equipment within 2 (two) days of AL's conversation with the Customer, by delivery to the Premises;

14.3.3 Replacement of faulty Consumables will be sent by courier/post next Working Day, unless urgent delivery is required as established by AL.

14.4 The AL Customer Service Team is not a medical emergency service and Customers requiring emergency medical assistance should contact the Customer's medical doctor or other appropriate medical service. AL employees, including AL Customer Service Team and AL technicians, are not qualified or authorised to provide medical advice to any Customer.

14.5 AL shall replace faulty Goods at AL's own cost unless the fault is due to the negligence or willful misconduct of the Customer.

15 Cooling off period

15.1 In Accordance with the terms of the Consumer Credit Act, 1995, if the Customer has entered into a Contract to hire Equipment the Customer shall be entitled to:

15.1.1 Withdraw from this Agreement without penalty upon the serving of written notice to this effect upon AL within a period of 10 (ten) days from the receipt by the Customer of a copy of this Agreement; or

15.1.2 Indicate that he does not wish to exercise this right by signing a statement to this effect, this signature to be separate from, and additional to, the Customer's to signature in relation to this Agreement.

15.2 If the Customer has already received any of the Goods under this Agreement, the Customer should not use them and should keep them safe. (Legal action may be taken against the Customer if the Customer does not take proper care of them). The Customer can wait for them to be collected by AL. The Customer may also, however, return the goods to AL.

16 Termination

16.1 AL shall be entitled to terminate this Agreement at any time by giving reasonable notice in writing to the Customer.

16.2 AL shall be entitled to terminate this Agreement with immediate effect upon giving written notice to Customer if:

16.2.1 The Customer fails to pay the charges for the Goods in accordance with Clauses 7 and 8 above; or

16.2.2 The Customer does or suffers anything whatsoever which in AL's bona fide opinion formed upon reasonable grounds will or may have the effect of jeopardising AL's title to the Equipment or otherwise fails to observe or perform any of this Agreement; or

16.2.3 The Customer has an administration (or like) order made against him or her or be made bankrupt or call any meeting of or make any arrangement or composition with creditors; or

16.2.4 The Goods or any part thereof are seized under any execution or legal process issued against the Customer.

16.3 This Agreement shall terminate automatically forthwith in the event that the Customer should die.

16.4 The Customer shall be entitled to terminate this Agreement upon providing AL with 1 (one) months written notice clearly stating that the Customer wishes, of their own volition, to cease provision of the Goods from AL and AL may, at its discretion, require a letter from a registered medical doctor advising that the Customer's Goods should be withdrawn.

16.5 In the event that AL requires a letter from a registered medical doctor advising under clause 16.4 above and the Customer does not provide such a letter, AL reserves the right in situations where it would be in the best interests of the Customer's health to inform the Customer's medical doctor that the Customer has returned or is refusing to accept the Goods from AL. The Customer agrees to this upon signing the Agreement.

16.6 Upon termination of this Agreement AL shall collect the Equipment from the Customer. In this event a Customer's representative should notify AL if possible.

17 Force Majeure

17.1 The Customer and AL shall not be responsible for any failure to perform or delay in performing any of their respective obligations under this Agreement where and to the extent that such failure or delay results from Force Majeure.

17.2 The Customer and AL shall notify the other Party promptly of any factor, occurrence or event coming to its attention that may affect its ability to meet its obligations under this Agreement.

18 Warranty and limitation of liability

18.1 Notwithstanding clause 5.7 above, AL shall not be liable in any way by reason of, or as a result of, any defects in the Goods however caused, except that AL does not exclude or restrict AL's liability for death or personal injury resulting from AL's negligence including that of AL's employees in the course of their employment with AL.

18.2 Subject to clause 18.3 below, AL warrants to Customer that at the time of delivery:

18.2.1 The Products comply with the applicable Summary Of Product Characteristics;

18.2.2 The Goods will conform to their description;

18.2.3 The Equipment is suitable for conveying and holding the relevant Products.

18.3 The warranty in clause 18.2 above is given by AL subject to the following conditions:

18.3.1 AL shall be under no liability in respect of any defect in Equipment or Consumables arising from fair wear and tear, willful damage, negligence, abnormal working conditions, failure to follow AL's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without AL's prior approval;

18.3.2 AL shall be under no liability in respect of any faulty Equipment supplied to AL by a manufacturer;

18.3.3 The warranty does not extend to parts, materials or equipment not manufactured by AL, in respect of which the Customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer or suppliers to AL.

18.4 Subject as expressly provided in the terms of this Agreement, and except where the Goods are supplied to a Customer as a consumer (within the meaning of the European Communities (Unfair Terms in Consumer Contracts) Regulations 1995), all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

18.5 Where any valid claim in respect of any of the Goods which is based on any defect in the quality or condition of the Goods or their failure to meet specification is notified to AL in accordance with the terms of this Agreement, AL shall be entitled to replace the Goods (or the part in question) free of charge and AL shall have no further liability to the Customer.

18.6 AL shall be under no liability whatsoever, for all or any consequential or indirect losses or damages or loss of profit suffered or incurred by Customer or any third party howsoever caused.

18.7 Nothing in this Clause 18 shall limit or exclude the right of any person to bring a claim against AL for personal injury, death, fraud or fraudulent misrepresentation.

18.8 AL and its employees and agents will not and are not authorised by AL to advise the Customer on any medical issues and AL and its employees and agents shall not be liable in any way in this regard. The Customer is advised to consult the Customer's medical doctor or appropriate medical service in relation to medical issues or if the Customer is feeling unwell.

19 Data protection

19.1 AL is committed to comply with the Data Protection Acts 1988 and 2003 in relation to all personal data collected from Customer. AL will not release, disclose or share your personal information to any third parties without your prior consent except for the purposes as described in clause 19.2 and the Customer Consent Form. You also acknowledge and agree that in certain circumstances AL may be obliged to disclose personal information relating to you to third parties, for example, in order to conform to any requirements of law or to comply with any legal process, as well as to protect and defend the rights of AL and/or our customers.

19.2 The Customer understands that there may be some circumstances where it may be necessary for healthcare reasons and in the best interests of the Customer for AL to disclose personal data of the Customer to doctors or hospitals or other healthcare professionals and the Customer consents to AL disclosing their personal data in the manner described in the Customer Consent Form.

19.3 Customers have the right under the Data Protection Acts 1988 and 2003 to request a copy of the information which AL holds about you and to have inaccuracies in the information erased or corrected. We do not collect or keep your personal information unless it is necessary for the above purposes or required by law, nor do we keep your personal information for longer than is necessary for these purposes or as required by law.

20 Assignment

20.1 The Customer shall not assign, transfer or dispose of its interest in this Agreement or any of its rights or obligations hereunder to any third party.

21 Notices

21.1 Any Notice served under this Agreement is sufficiently served if sent by prepaid letter post or fax to the usual or last known place of business of the addressee, and proof of dispatch shall be conclusive evidence of receipt by the addressee in due course of transmission.

22 Law

22.1 This Agreement shall be governed by and construed in accordance with the laws of Ireland and the Parties submit to the exclusive jurisdiction of the Irish courts.

Air Liquide Healthcare Ltd

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